



National Business Center

Strategies for Delivering Service Excellence

Doug Bourgeois
Director, NBC

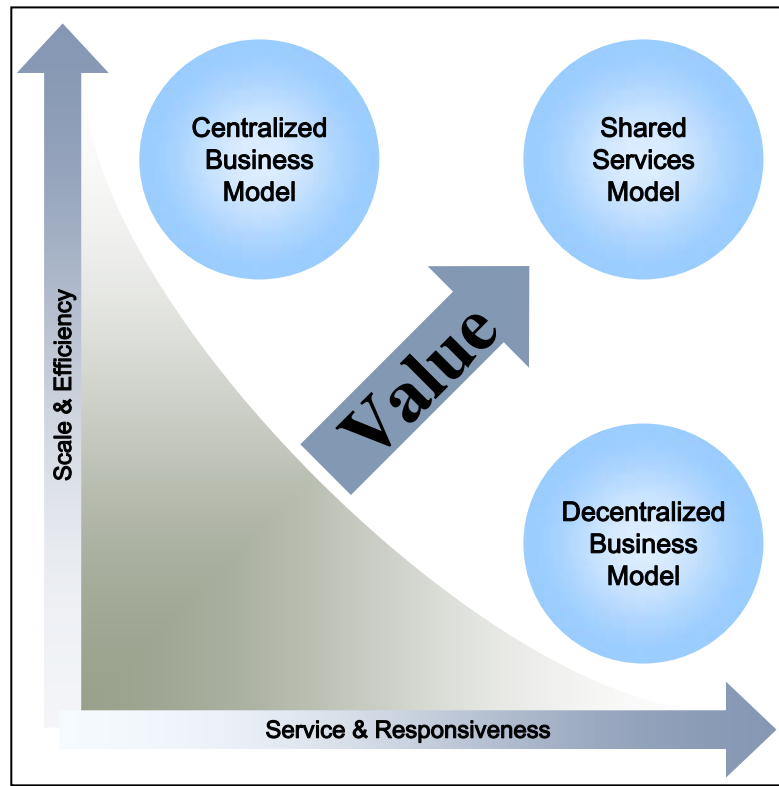
January 11, 2006

Briefing Topics

- *Line of Business Environment*
- *NBC Background Information*
- *NBC COE Vision*
- *NBC Strategic Initiatives*
- *NBC Service Offerings*

OMB is Leading the Government-Wide Effort to Leverage Shared Services

There are numerous advantages to leveraging common solutions within Lines of Business:

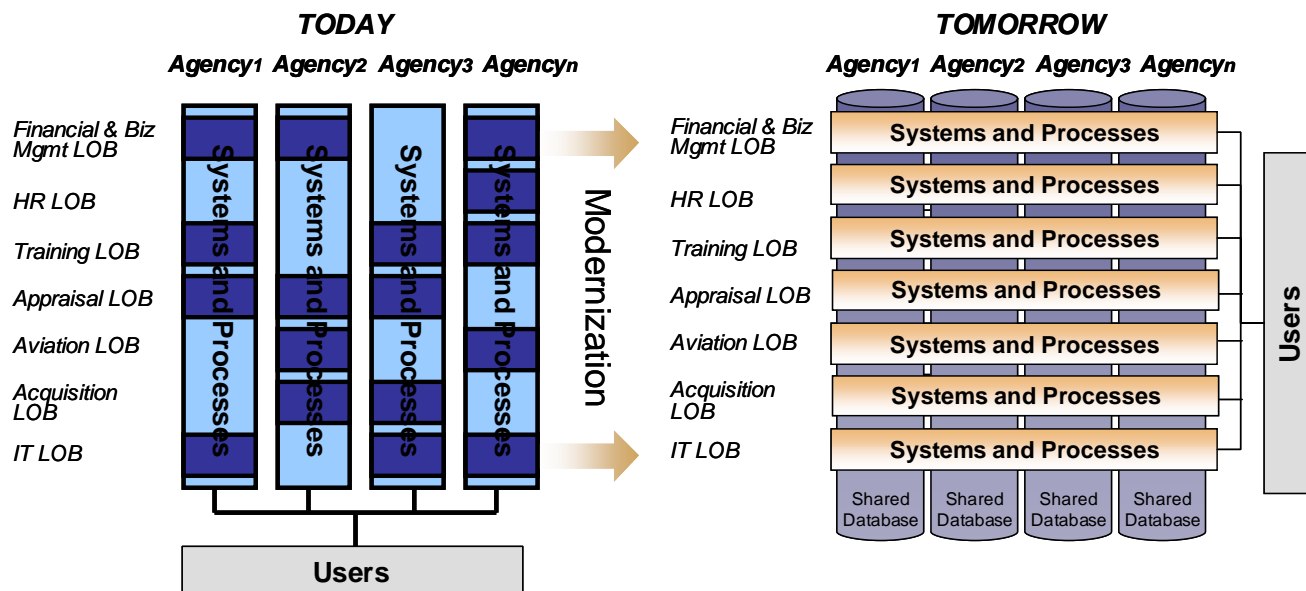


- Reduced time for new clients to obtain benefits.
- Reduced risk of migration and upgrades for all clients.
- Economies for all clients by sharing common solutions.
- Efficiencies when enhancements can be used by multiple clients.
- Quality improvements through shared business processes that utilize industry best-practices.

The Line of Business Approach Aligns Technology with Core Business Processes and Provides Real Benefits for Agencies

By modernizing infrastructure and applications, the migration from stove-piped systems to shared services will:

- *Streamline and integrate business processes*
- *Align technology with the delivery of services*
- *Improve quality through repeatable processes based on best-practices*
- *Reduce costs and improve maintainability of interfaces*
- *Eliminate redundant systems and provide economies of scale*





NBC has a Shared Services Mission and a 30+ Year Track Record of Customer Service

For more than 30 years, the NBC has provided high-quality business management services to our customers.

Lines of Business	% of Revenue	# of Agencies	Key Performance Outputs
Financial and Business Management Services	25%	52	<ul style="list-style-type: none">• Processed 13,000,000 documents• Support 11,000 system users
Payroll and HR Services	23%	37	<ul style="list-style-type: none">• 300,000 W-2s• \$12.5 B total payroll disbursements• Administered 75,000 drug tests
Acquisition Services	18%	50+	<ul style="list-style-type: none">• Executed 17,000 actions (\$2.6 billion value)• Administered 118 leases (\$28 million)
Other Support Services	17%	50+	<ul style="list-style-type: none">• Manage 1.7 million ft² of space• Respond to 12,000 service calls• Process 6 million pieces of incoming mail
IT Services	5%	50+	<ul style="list-style-type: none">• Support 131 business applications• Support 130 web sites• Support 528 servers
Training Services	5%	39	<ul style="list-style-type: none">• Offered 293 classes• 180,000 total enrollments• Delivered 26 customized courses
Appraisal Services	4%	5	<ul style="list-style-type: none">• Completed 1,680 appraisals (\$700 million value)
Aviation Services	3%	31	<ul style="list-style-type: none">• 1,200 acquisitions totaling \$120 M• Completed 4,000 aircraft safety inspections• Completed 6,500 pilot flight evaluations• Processed 25,000 aircraft use reports

The NBC Operates in a Competitive Environment and Therefore Strives to Operate in a More Business-Like Manner



- Commitment to customer service and support
- Incorporation of continuous improvement methods
- Compliance with applicable regulations
- Performance management approach linked with SLAs
- Customer needs determine requirements for technology-based solutions
- Relentless pursuit of economies and efficiencies
- Effective partnerships with industry to meet objectives

The NBC Center of Excellence Vision Enables the Achievement of Three Critical Success Factors



Customer Service Excellence

- *Problem Resolution*
- *Collaboration & Communication*
- *Performance Management*

Operations Efficiency

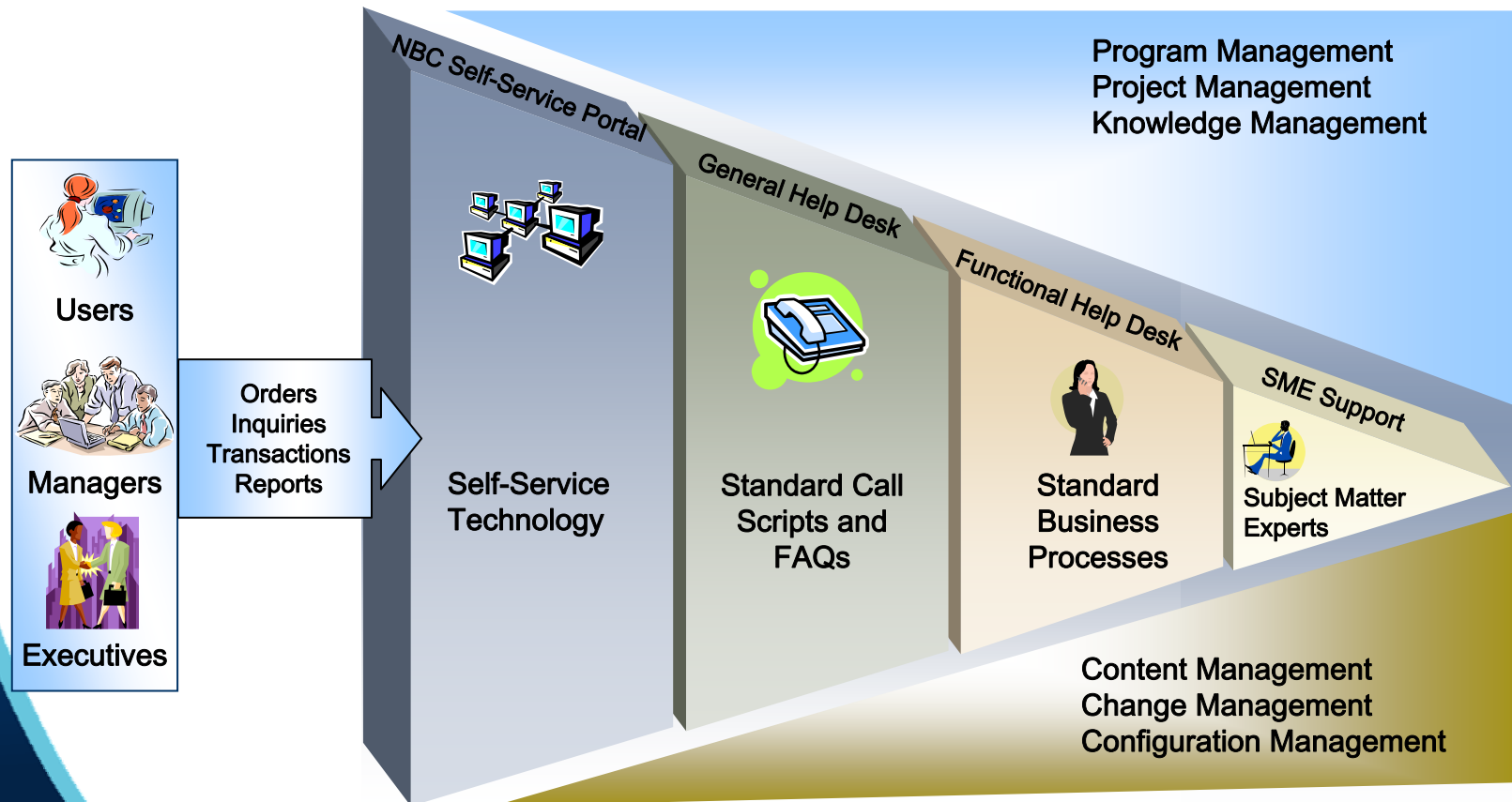
- *Business Processes*
- *Economies of Skill*
- *Economies of Scale*

Quality Products and Services

- *Quality Management Program*
- *Control & Compliance*
- *Industry Partnerships*

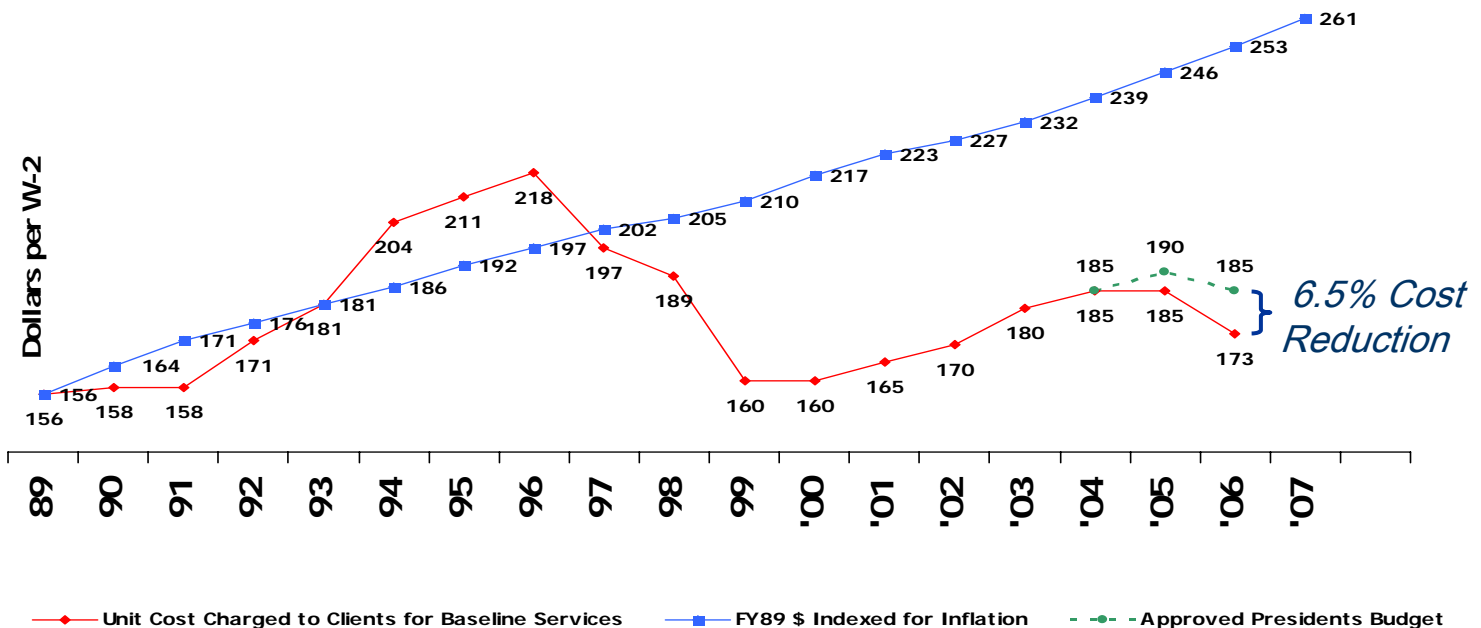
The NBC is Optimizing its Customer Support Approach and Incorporating Additional Best-Practices

The NBC is optimizing its tiered approach to customer support for problem resolution, communications, collaboration, and quality results.



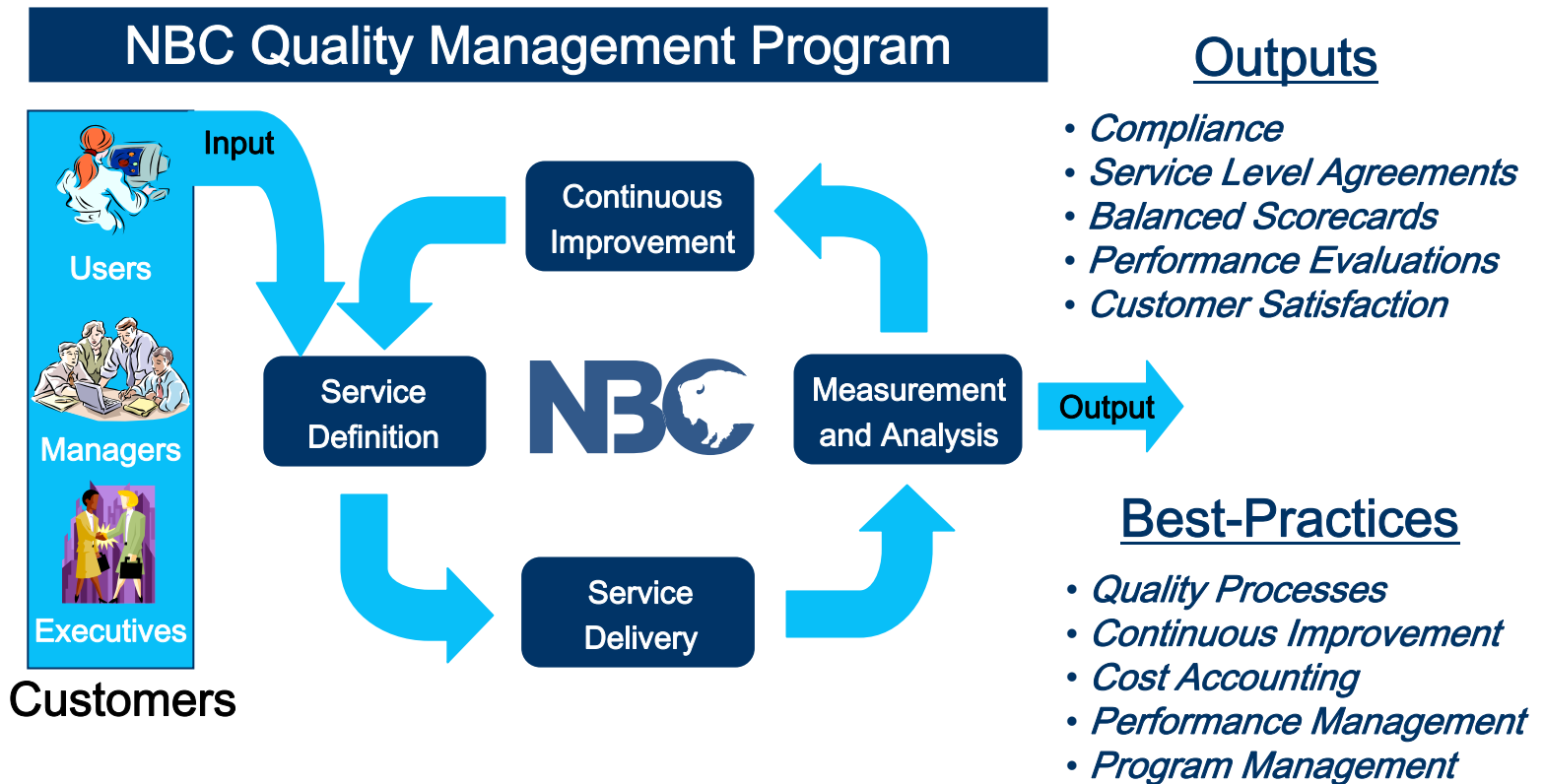
NBC Has Achieved Significant Efficiency Gains for Clients through the Consolidation of Federal Payroll Services

The NBC has reduced unit costs in payroll services by 6.5% due to the economies of scale associated with the e-Pay initiative.



The NBC is Establishing a Quality Management Program Consistent with Industry Best-Practices

The NBC pursues best-practices within its business processes to ensure the delivery of high quality services that meet or exceed customer expectations.



NBC Employs a Comprehensive Business Model to Deliver Shared Services

Conversion/Implementation

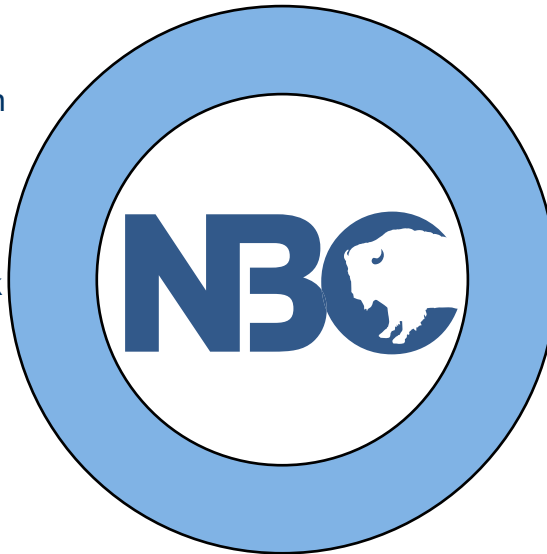
- Project Management Support
- Requirements Assessment
- Setup and Configuration
- Data Migration
- Testing
- Training
- Documentation

Solution Hosting

- SAS-70 and FISMA Compliant Data Centers
- Hardware, Software, & Network Technical Support
- Performance Monitoring and Tuning
- Patch Management
- System Backup and Recovery
- Disaster Recovery

Application Management

- S/W Development & Testing
- Patches and Service Packs
- Application Upgrades
- Application Monitoring
- Application Database Support
- Configuration and Change Mgmt.



Business Process Operations

- Finance & Accounting Operations Services
 - General Ledger Services
 - Travel Management Services
 - Billing/Collections
 - Debt Management
 - Payment Processing Services
 - Financial Statement Services
 - Audit and Regulatory Reporting
 - Budget Management Services
 - Acquisition Support Services
- HR Operations Services
 - Payroll Processing
 - Benefits Administration
 - Personnel Action Processing
 - Time and Attendance
 - Labor Cost Distribution
 - Drug and Alcohol Testing
- Training Development & Delivery

Functional Support

- Help Desk Services
- Regulatory Changes
- Reports
- Training
- Production Control

The NBC Maintains a 96% Customer Retention Rate

One of the NBC's strongest assets is its customer base. Thus, retaining our valuable customers is a priority.



- "It is my pleasure to inform you that your organization has been selected to receive a Social Security Administration Deputy Commissioner's Citation....Your organization has earned this award because of its continuing superior level of customer service and exemplary performance."

- *Reginald Wells, Deputy Commissioner, Social Security Administration*



- "We want to thank you very much for your quick turnaround...It is exactly the kind of customer-focused service you are giving us that makes our partnership so valuable."

- *Jonathan O. Bloom, VP Finance and Administration, Millennium Challenge Corporation*



- I would like to take the opportunity to thank the National Business Center for their support...the efforts of [your] staff speak highly of the NBC and your dedication to customer service."

- *Mark Reger, CFO, Federal Communications Commission*



- "As our financial management services provider, the [National Business] Center has an enviable record of providing consistent, timely service of the highest quality. This year, the performance of the Center can only be described as exceptional."

- *Linda M. Cheatham, CFO, International Trade Administration*